

Iowa CapTel FCC Complaint Report 6/1/2016 to 5/31/2017

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
752793	01/18/2017 01:44pm	CapTel	Service	N/A	Customer reported waiting longer than usual to connect to captions on an outgoing call on the CapTel 800.	CSR apologized to the customer for the additional wait time to connect with a CA. CSR recommended the customer continue to hold for the next available CA. CSR suggested the customer may press the captions off and on again to re-connect. CSR noted this added answer time was a result of higher call volume in our Call Centers at the time they attempted their call. CSR followed up and confirmed customer was able to make their captioned call successfully.	01/20/2017 04:37pm	Over 48 hours	ELS